Avaya 2033 IP Conference Phone User Guide

Avaya Business Communications Manager

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Chapter 1
Getting Started

The Avaya 2033 IP Conference Phone brings voice to the audio conference environment by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Basic features

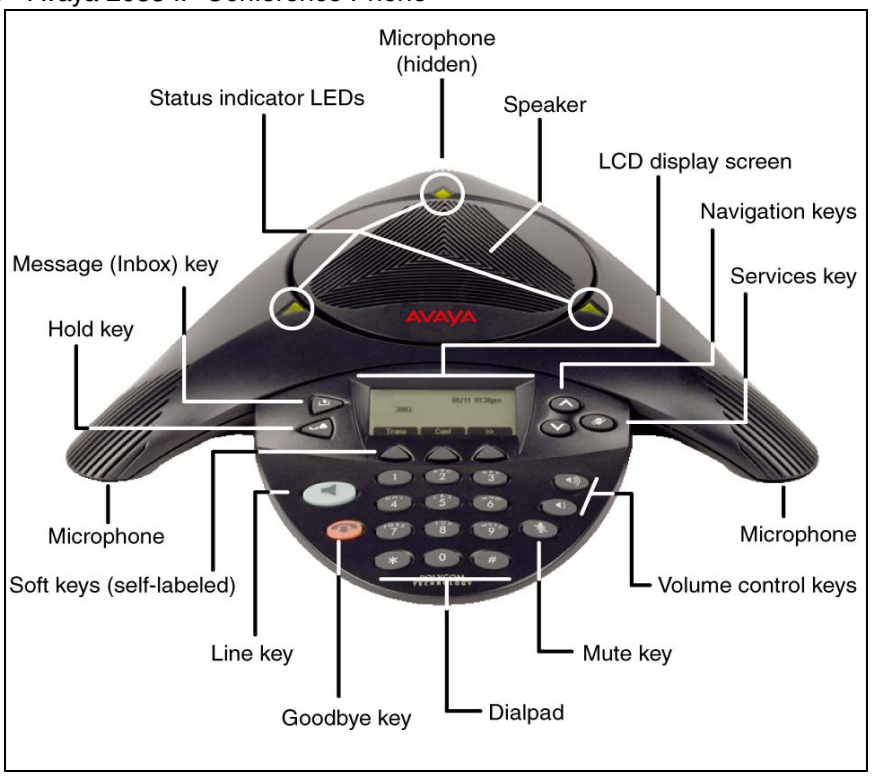
The Avaya 2033 IP Conference Phone supports the following features:

- three soft keys
- multi-field LCD display screen
- up to two extension microphones to provide microphone coverage in larger rooms
- volume control bar for adjusting ringer and speaker volume
- two specialized fixed keys:
  - Services
  - Message (Inbox)
- three call-processing fixed keys:
  - Line
  - Hold
  - Goodbye
- automatic network configuration

Note: For information on telephone features and how to use them, refer to the *Telephone Feature User Guide.*

Figure 1 shows the Avaya 2033 IP Conference Phone.

Figure 1 Avaya 2033 IP Conference Phone

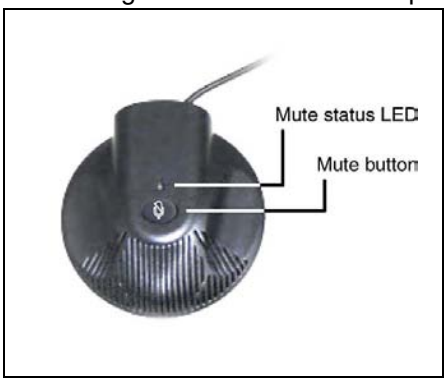


Extension microphones

The Avaya 2033 IP Conference Phone supports up to two extension microphones that extend the microphone range in large rooms. Each extension microphone has a **Mute** button and an LED indicator to indicate the current mute state.

Figure 2 shows an extension microphone.

Figure 2 Extension microphone



Telephone controls

Use the **Volume control** buttons to adjust the volume of the ringer and speaker.

Use the **Mute** key on the main unit or any extension speaker to mute the ringer and speaker. The Status indicator LED blinks red when mute is activated.

Pressing the Mute key on the extension microphone toggles the mute state of the entire telephone, not just the microphone.

Use the **Line** (DN) key to access the single line and activate on-hook dialing. No status icon or LED is provided.

Use the **Goodbye** key to terminate an active call.

Press the **Hold** key to put an active call on hold. Press the **Line** (DN) key to return to the caller on hold.

Press the **Message (Inbox)** key to access your voice mailbox.

Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen.

Arrows appear on the left side of the display screen to indicate there is more information to be displayed.

Soft keys (self-labeled) are located below the LCD screen display. The LCD screen display above the key changes, based on the active soft key function. Press the **Shift** soft key labeled >> to access the second row of soft keys.

When a triangle appears before a key label, the feature is active.

Allows you to view the scrollable display menu for feature options (FEATURE *900), including the hot desking feature, do not disturb feature, and call forwarding.

For more information on hot desking and other IP feature options, refer to the *Telephone Feature User Guide*.

Note: Feature options in this menu are configured by your system administrator.

Indicates **voicemail** message waiting.

Telephone display

The Avaya 2033 IP Conference Phone has two display areas:

- The upper display area contains single-line information for items such as the caller number, caller name, feature prompt strings,
  user-entered digits, date and time information, and set information.
- The lower display area provides soft key label information.

Cleaning the display screen

Gently wipe the screen with a soft, dry cloth.

	Caution: Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate telephone components and cause premature failure.

Telephone status indicators

The Avaya 2033 IP Conference Phone uses three bi-color LED lights, located around the speaker, to indicate the telephone status.

The table lists the telephone state corresponding to the status indicator.

Table 1 Status indicators

LEDs	Status
Solid green	Active call
Flashing red	Incoming call
Blinking red	Mute

The idle telephone display also indicates if there is a message waiting or missed call.

Each extension microphone also has an LED indicator, indicating the mute status of the telephone.

Chapter 2
Basic call features

This section describes the basic call features of the Avaya 2033 IP Conference Phone. For detailed information on telephone features and how to use them, refer to the *Telephone Features User Guide.*

Basic call features

There are many ways to make a call depending on your telephone programming and the type of call.

External calls

1. Lift the handset.
2. Enter the external code (or line pool code) to access an external line.
3. Dial the external telephone number.

External calls using the Line button (or Line)

1. Press or Line.
2. Enter the external code (or line pool code) to access an external line.
3. Dial the external telephone number.
4. Lift the handset to speak with the person you are calling.

Contact your system administrator to confirm what external code or line pool code to use on your telephone.

Note: When entering a line pool access code on PRI lines you will not hear dial tone.

Internal calls

1. Lift the handset.
2. Dial the extension number.

Internal calls using the Line button (or Line)

1. Press or Line.
2. Dial the extension number.

3 Lift the handset to speak with the person you are calling.

Contact your system administrator for a list of extension numbers.

Answering calls

Lift the handset to answer a call when your telephone rings and the light flashes.

Hold (or Hold)

1 While on a call, press or Hold.

2 To retrieve a held call, press or Hold again.

Make or answer a second call

You can have two calls active at the same time. Use or Hold to switch between calls.

To answer a second call while on another call:

1 Press or Hold to answer the second call.
The first call is automatically put on hold.

To hold a call and make a second call:

1 Press or Hold to put the first call on hold.

2 Dial the telephone number of the second call.

To return to the first call:

1 Press or Hold again to return to the first call.
The second call is automatically put on hold.

Time offset

When your Avaya 2033 IP Conference Phone is located in a different time zone from your system, the display shows the system time not the local time. The Time Offset feature allows you to adjust the time that appears on the display.

Before you begin, calculate the time difference, in hours, between the server time and local time.

To change the time that appears on your telephone display to local time:

1 Press Feature * 5 1 0.

2 Press CHANGE.

3 Press * to switch between adding or subtracting time.

4 Using the dialpad, enter the number of hours between local time and system time.

Note: Press # to enter half hour increments.

5 Press OK.

6 If you do not see OK, press >> to scroll through the options.

Note: It may take up to one minute for the change to appear on the display.

Navigation buttons

Use the Navigation buttons to scroll through or make changes to your call log. Call Log displays use the following special characters:

1 (underline) identifies a new item

J identifies answered calls

S identifies long distance calls

/ identifies that the information has been shortened

To view your Call Log:

1 Press Feature 8 1 2.

2 Press ⌓ and ⌔ to move through your items.

Press OLD or * to view old items.

Press NEW or # to view new items.

Press RESUME or 0 to return to the last viewed item.

3 Press MORE to view more information on an item.

To erase a Call Log entry:

1 Press ☎ or Goodbye while viewing an item.

To return a call from your Call Log:

1 Display the desired number on your telephone.

2 Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using TRIM and BKSP.

3 Lift the handset.